

JOHN KENNETH GONZALES

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Objectives

To pursue a challenging career and be part of a progressive organization that gives scope to enhance my knowledge, where demonstrated skills in marketing, administration, and sales can be used to increase profitability and promote growth

Career Summary

Position/Company: **Collections Processing Associate**
Accenture, Inc.
9th f Gateway Tower 2, Araneta Center, Cubao, Quezon City
May 2017-present

Key Responsibilities

- Obtaining payments from our client's customers through emails and calls
- Determining customers behavioral payment patterns
- Ensuring that we give the appropriate action in every customers need(KYC)
- Updating and maintaining customers records using SAP and other system tools

Position/Company: **Transaction Processing Associate**
Accenture, Inc.
7th f Gateway Tower 2, Araneta Center, Cubao, Quezon City
July 2014 – May 2017

Key Responsibilities

- Review, analyze, and handle client benefit information for Commercial requests using Citrix system and other tools
- Assess completeness and accuracy of data, resolve issues based on acquired learning and tools and escalate issues on a timely basis.
- Ensures the quality of our client's requests by testing with the given tools to prevent errors/defects.
- Gathers information from various sources that might help to better understand the situation and then studies the information to find a solution.
- Ensuring the quality of work as well as the timeliness to meet and achieve target productions and deadlines

Personal Skills

- Oriented in Microsoft Office application (Word, Excel, Power Point Outlook and Access)
- Computer literate
- Familiar with SAP, Citrix, and Rumba Mainframe
- Knowledgeable in QA Testing, Manual Software Testing, creating test case/test scenarios
- Knowledgeable in Finance and Accounting Services
- Can do office works

Qualifications

- High strategic planning and critical thinking abilities
- Ability to work independently or work as a team
- Exposed and interacted with a wide variety of personality
- Highly organized and efficient
- Self-motivated and assertive
- Ability to master new procedures and techniques quickly
- Outstanding interpersonal and communication skills
- Dedicated and hardworking individual
- Exceptionally Versatile and Adoptability
- Willing to render overtime

Personal Information

Date of Birth:	April 13, 1993
Age:	23 years old
Citizenship:	Filipino
Height:	5'8"
Religion:	Roman Catholic
Civil Status:	Singl

Educational Background

Tertiary:	Polytechnic University of the Philippines Bachelor of Science in Business Administration Major in Marketing Management Sta. Mesa, Manila S.Y. 2010-2014
Secondary:	Sto. Niño Academy Binañg 2 nd , Bocaue, Bulacan S.Y. 2006-2010
Primary:	Sto. Niño Academy Binañg 2 nd , Bocaue, Bulacan S.Y. 2000-2006

Seminars Attended

Writing with Precision

Gateway Tower 2
June, 2015

Megaminds

MarkProf Ideas Exchange
August, 2013

Marketing SOS

Serving the Unserved and the Underserved
February, 2013

Profit Out of Green

An Eco-marketing for a Better Living
January, 2013

Character References

Melanie G. Palmaria

Senior Team Leader
Accenture, Inc.
Contact # 0917-736-2496

Arjay Cajulao

Junior Team Leader
Accenture, Inc.
Contact# 0998-582-5840

I hereby certify that the above information given in this application is true and correct to the best of my knowledge and belief.



John Kenneth M. Gonzales, Applicant